

Job Title:	Customer Service Co-Ordinator	Position Type:	Part-Time, 25hrs P/W
Location:	Melksham	Grade:	K
Department:	Customer Services	Closing Date:	01/02/19
Job Description:			
Purpose of position:	<ul style="list-style-type: none"> • Accurate and timely processing of SAP ERP Customer Information, Purchase Orders, Delivery Schedules, Sales Orders, Quotes and Order Acknowledgments. • Liaise with other KBRS (UK) departments through email, telephone, ad hoc face to face and scheduled meetings (Purchasing, Business Development, and Production, Engineering etc) to resolve issues relating to service delivery in line with the commitments given to the customer. • Daily service delivery communications with customers typically by telephone and email both inbound and outbound. 		
Training / education:	O / GCSE Level educated.		
Professional experience and / or qualifications:	<ul style="list-style-type: none"> • Experience communicating service information with customers via in bound and out bound emails, telephone calls, conference calls and occasional customer meetings. • Rapport building with repeat customer company key contacts. • MRP system use for some, or all, of the following; order book management, schedule management, purchasing, expediting, quoting or invoicing. • Strong organisational, time management, prioritisation and administrative skills. • Experience in recognising customer service delivery complaints. • Experience in using appropriate escalation routes where achievement of service deliveries commitments are at risk. • Experience of achieving or supporting the achievement of business KPIs. 		
Additional skills and requirements (IT, languages, extensive travel, etc.):	<ul style="list-style-type: none"> • Accurate data entry. • Numerate. • SAP computer system experience or similar MRP. • Outlook, Word and Excel. • CRM preferred but not mandatory. 		
Financial responsibility:	N/A		
Key indicators:	To achieve Service Delivery Department KIPs and agreed customer performance KPIs for service.		
Responsibility for personnel:	N/A		

Indicative main responsibilities / duties (5-9 key outputs):

- To maintain accurate SAP order book information in line with customer requirements and KBRS commitments
- To develop positive relationships with key customer company contacts, proactively communicating service delivery information.
- To achieve Service KPIs to process all purchase orders, sales order acknowledgments, quotes, order book status updates and order book re-alignments within the Service Level Agreements in place with customers or within local rules where a SLA does not exist.
- To respond on time to commitments given for requests for information, expedite request, invoice queries, delivery queries, delivery confirmations or such other customer requests within the Service Level Agreements in place with the customers or within local rules where a SLA does not exist.
- To maintain the KBRS CRM information to ensure it is current, accurate and effectively used to manage tasks.
- Develop constructive and proactive working practices and relationships with other KBRS departments to enable customer advocacy and obtain commitments from internal suppliers.
- To identify and resolve risks to on time delivery to commitment, escalating through the appropriate management chain if required.
- To identify and provide initial response to Service Delivery Complaints, record these in the appropriate way and escalate through the appropriate management chain.

Applying for this position:
By email:

To apply by email, please send your CV and Covering Letter to: recruitment.resmlk@knorr-bremse.com.

Please include the '**Job Title**' in the email subject.

Please note that roles may close earlier than specified should we receive sufficient applications prior to the written closing date.